



INFORMATIONAL MEMO

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TITLE: CASE MANAGEMENT REDESIGN AND CONFLICT-FREE STAKEHOLDER ENGAGEMENT

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DIVISION AND OFFICE: CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING

PROGRAM AREA: CASE MANAGEMENT

APPROVED BY: BRITTANI TRUJILLO

KEY WORDS: CASE MANAGEMENT REDESIGN, STAKEHOLDER ENGAGEMENT, CFCM, CONFLICT-FREE CASE MANAGEMENT, COMMUNITY IMPACT SURVEY

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Purpose and Audience:

To inform all stakeholders about the upcoming stakeholder engagement meetings where the Department of Health Care Policy and Financing (Department) will present the findings of the Community Impact Survey.

Information:

In 2014, the Centers for Medicare and Medicaid services (CMS) implemented a final rule requiring the Department to separate case management from service delivery functions to reduce conflict of interest for services provided under the Home and Community-Based Services (HCBS) Waivers. House Bill 17-1343 requires the Department to complete a Community Impact Survey.

The Community Impact Survey was released to solicit feedback regarding the states transition to Conflict-Free Case Management (CFCM) as it relates to HCBS case management. The purpose of this survey is to help identify gaps, challenges, and best practices related to the transition to a CFCM system.

The Department will present the findings of this survey at each stakeholder meeting. The information presented will be used to inform stakeholders of the current statewide

CFCM landscape; to identify where additional resources may be needed; and for the provision of future training activities and technical assistance.

Attachment(s):

Meeting schedule

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